Department of Information Services
Customer Advisory Board
November 29, 1999
Meeting Minutes

Members present:
Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Shelagh Taylor, Labor & Industries
Clark Palmer, Washington State Patrol
Timothy Bierne, Department of Agriculture
Cliff Schiller, Department of Retirement Systems
Bob Monn, Department of Ecology
Tom Neitzel, Health Care Authority
Marla Kentfield, Office of State Treasurer
Al Bloomberg, Department of Natural Resources
Christy Ridout, Department of Social Health Services
Mike Seale, Community Trade and Economic Development
Dan Parsons, Washington State Patrol
Susie Smith, State Auditor's Office
Tom Parma, Department of Financial Institutions
Romeo Solis, Health Care Authority
Fran Muskopf, Department of Health
Phil Grigg, Department of General Administration
Dennis Jones, Office of Financial Management
Mike Kretzler, Utilities and Transportation Commission
Mike Seale, Community, Trade, and Economic Development
Bob Hamilton, Department of Social and Health Services
Brian Backus, Office of the Administrator for the Courts
Roger Dodd, Department of Revenue
Jim Eby, Department of Fish and Wildlife
Sue Fleener, Department of Licensing
Kathy May, Department of Transportation
Herb Potter, Department of Agriculture
Bob Griesel, Office of Financial Management
Jim Wilcox, ACCIS

DIS Staff present:

Steve Kolodney, Director	**Kathleen White, Communications**
Paul Taylor, Deputy Director	**Laura Parma, IT**
John Saunders, E-Commerce	**Erika Lim, MOSTD**
Lance Calisch, MOSTD	**Andy Hix, MOSTD**
Dennis Hausman, MOSTD	**Mary Lou Griffith, MOSTD**
Lourdes Collins, MOSTD	**Paul Piper, MOSTD**
Mike Curtright, CSD	**Mike McVicker, TSD**

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Sub-Committee Reports:
Architecture - Phil Grigg
An update will be provided at the January CAB meeting.

State/local Government - Mike Almvig
At the October ACCIS meeting interest was shown in e-commerce and digital signatures. This committee will be working on these issues for the next six months.

Human Resources - Doug Tanabe
Doug stated that as follow up to the information provided at the last CAB meeting on the Western Governor's University, the University will be meeting with Department of Personnel staff and the Human Resources sub-committee of the CAB on December 15th. A report will be given at the January CAB meeting.

Year 2000 Rollover Plan - Lynne McGuire, OFM
Lynne stated that the rollover plan would be presented to the Executive Steering Committee on December 16th. For the Year 2000 rollover, the Emergency Management staff will be at Camp Murray monitoring state, national, and international status on the Year 2000. They will be collecting information on 13 categories, and sharing the information with the federal government -- a press briefing will also be held to provide information on how the services are fairing. She further stated that agencies will be reporting documentation on a WORD template, and will then send that template via e-mail, website reporting will not be available. A dress rehearsal is scheduled for December 8th and 9th.

Year 2000 Final Status - Barry Rau, Sterling Associates
Barry stated all projects had been completed for the vital services embedded technology. He stated that as of November 15th, Fish and Wildlife still has one project that is not Year 2000 compliant, but was hopeful it would be completed by January 21, 1999. Barry suggested that agencies complete one last review of their systems output before any mailings take place in the Year 2000, and that random testing is completed to detect any problems.

Digital Government

End-to-End Transaction - Dave Kirk, DIS
Dave Kirk provided a presentation on an end-to-end transaction using electronic filing system as an example. The presentation showed how previous paper processes have been converted to an electronic process, using e-commerce and digital signatures.

The Plan - Paul Taylor, DIS
Paul stated the Digital Government Plan is currently under development. He passed out a draft of the plan, and said that the Information Services Board would also be reviewing

the document at their December 10th meeting. He asked the CAB to send any comments to Andy Hix or Paul Piper by December 15th. Paul Taylor will bring the next iteration of the plan to the January CAB meeting. Steve Kolodney stated the document represents three years worth of history with what has been going on the agencies, CAB, ISB, etc., and DIS wanted to produce one document with the intent, content, structure, and timeframe of the plan. Steve also mentioned that DIS is building an Academy. The Academy is a place where people (agencies) can come together and collaborate with DIS to build applications for the web. He said that DIS is prepared to set up and staff the Academy with the right kind of people to get the job done, and get all involved off to a good start.

E-Commerce - John Saunders, DIS
John stated the principle investigator for Amdahl has returned and they are close to a Final Requirements Summary and Security Architecture Roadmap. The documents will be given to CAB for comments as they become available. John also mentioned that the first release of Inside Washington will be December 27th, and another release will be held in the spring of 2000.

TAAG - the TAAG is chartered by the Electronic Commerce Steering Committee, compiled of advisory group members and CAB members.

Security Access - Shelagh Taylor, L&I
Shelagh that this group is working on the 10 areas where policy and standards are needed, and will report back to the CAB at a later date.
User Interface - Laura Parma, DIS
Laura stated the User Interface group is covering how to design website applications, and achieve seamless use of government services. As a starting point, they will be using the Access Washington template for the model.
Electronic Payment - Sue Fleener, DOL
Sue stated that Linda Jo Demery from DIS is the Chair of this group. Most of the standards already exist, this group will be researching where to go to find those standards, who to contact, and which guidelines already exist.

Energy Usage Recommendation - Thomas Bynum, Chair
Thomas read a statement that was provided at the last CAB meeting regarding energy usage recommendation for turning off state agency computers when not in use. After some discussion it was decided that each agency should adopt their own policy, based on the fact that agencies have different needs and requirements in this area.
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Portfolio Management Investment Policy - Erika Lim, DIS
Erika stated that draft Investment Policy which has already been circulated to the CAB, will be going before the Information Services Board on December 10th for adoption. If anyone has any final comments, please provide them to Erika prior to December 10th.

SmartForce Presentation - Steve Ortiz, SmartForce
Mary Lou Griffith introduced Steve Ortiz from SmartForce. Steve provided a demonstration of some of the services available and background information on SmartForce.

New Business - n/a

Meeting adjourned. Next meeting January 24, 2000.